

# **NEW MEXICO STATE LIBRARY**

## **LSTA Five Year Plan 2018 – 2022**

For submission to  
**Institute of Museum & Library Services**

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New Mexico, located in the American Southwest, covers 121,589 sq. miles, making it the fifth largest state in the U.S. New Mexico is also the 6th least-densely populated state.

The cultural heritage of New Mexico spans more than 500 years. New Mexico holds the second-highest percentage of indigenous peoples, after Alaska, and the fourth-highest total number of indigenous peoples after California, Oklahoma, and Arizona. Many Native Americans in New Mexico live on tribal lands which include nineteen Pueblos, two Apache Tribes, and the Navajo Nation. Native Americans also live off tribal lands throughout the state, especially in Albuquerque, Farmington, and Gallup. Overall, Native Americans represent nearly 9.1% of New Mexico's population. The Pueblos, Apache tribes, and Navajo Nation are unique, sovereign, self-governing entities, and vary from one another in language, government, judicial structure, custom, and tradition.

New Mexico has the highest percentage of [Hispanos \(47.4%\)](#), including descendants of Spanish [colonists](#) and recent immigrants from Latin America.

Literacy in New Mexico must be viewed through these cultural influences as there are over half a dozen native Indian languages spoken, in addition to Spanish and English. The National Assessment of Education Progress shows that 10% fewer New Mexico youth read at proficiency, or above, relative to youth across the Nation. In addition based on a statewide population of 2,084,117 and a 46% functionally illiterate population, it is estimated that 899,115 adults are in need of literacy services. In four New Mexico counties, the percentage of adults lacking a high school education exceeds 45% (Mora, Luna, McKinley, and Guadalupe counties). Statewide, 25% of adults age 21 and older and 18.5% of adults age 25 and older lack a high school diploma or its equivalent.

New Mexico presents a picture of economic contrasts. New Mexico's median income is \$44,963 while the national average is \$53,889. While over 18% of the population lives in poverty, New Mexico houses two national labs and four military installations with associated high paying positions. New Mexico has six institutions of higher education. There are economic boundaries between the northern and southern parts of the state. The national labs, the largest university, the metropolitan areas of Albuquerque and Rio Rancho, and the state capital are all located in the northern portion of New Mexico.

The cultural diversity, geographic terrain, sparse population and inequitable broadband access provides significant challenges for delivery of library services. The New Mexico State Library provides state grants in aid directly to 90+ public and tribal libraries. All libraries in New Mexico, and the two million residents they serve, benefit from electronic data bases purchased by the State Library. The library's building, some 160,000 square feet, is operated with a staff of 46 (10 positions are currently vacant) in the capital city of Santa Fe. The authorized budget from the State Legislature in FY18 is \$ 4,847,000

New Mexico has 96 public libraries; included in that number are 19 tribal libraries. An analysis of the data from the 2016 annual library report submitted by NM public libraries reveals:

Public Libraries	Population	MLS	NON MLS or State Library CERTIFIED
56	under 5000	4	55
16	under 10,000	7	29
13	under 25,000	20	29
10	Over 25,000	57	38
1	650,000	42	0

Note: New Mexico has 6 public libraries that are operated completely by volunteers.

New Mexico public libraries held 21,430 programs in FY16 with 521,110 people in attendance. That's an average of 24 people at each event.

Half of New Mexico's population has a public library card, which amounts to 1,098,938.

Public library circulation numbers:

- Total Materials Circulation: 9,340,399
- Total Children's Materials Circulation: 2,853,549
- Total Physical Item Circulation: 8,328,280
- Total Library Collection Use: 16,175,755

Much of the NM Library talent is home grown. Some Native Americans and Hispanic residents have earned their library credentials from Knowledge River offered by the School of Information at the University of Arizona. Still others who are interested in the profession obtain their library degree via online degree programs. Salaries make it difficult to recruit and retain professional level staff in New Mexico.

**Mission Statement**

The New Mexico State Library (NMSL) is committed to providing leadership that promotes effective library and literacy services and access to information for all residents of New Mexico. The NMSL provides consulting services that support public and tribal libraries. The NMSL also delivers direct library services to rural populations, state agencies, the visually impaired and physically handicapped, students and residents. Services are provided via licensed electronic resources, catalogs, rural services by mail and bookmobile, consulting visits and interlibrary loan, as well as specialized collections. NMSL is also required (by statute, MOA, etc.) to maintain programs related to state and federal publications.

## Needs Assessment

The process used to develop the 2018-2022 LSTA Five-Year State plan gathered data from a limited number of sources and synthesized the data into common needs that emerged across data sources. The primary data sources used to determine New Mexican library user needs include:

- A comprehensive review of the 2013-2017 LSTA Five Year Evaluation Report.
- LSTA Advisory Council and Operations library staff met to discuss broad areas of need.
- Series of meetings for state library staff to identify strategic directions and goals.
- Library Commission and administrative library staff met and discussed broad areas of need.
- Survey conducted to assess the value/benefit to libraries of current statewide database provided via El Portal.
- Meeting held at New Mexico Library Association Spring conference to discuss the value/benefit to libraries of current statewide database provided via El Portal.

***1. GOAL: Expand services for learning and access to information and educational resources, in all types of libraries for individuals of all ages in order to support such individuals needs for education, lifelong learning, workforce development, and digital literacy skills.***

- I. Project: Summer Reading** – Provide professional development opportunities for library workforce on providing the most effective and successful summer reading programs in their individual libraries. Provide Collaborative Summer Library Program (CSLP) manuals and materials to library workforce. Provide small vouchers to public libraries that enable them to purchase \$75-\$100 worth of promotional materials to support their local programs.

**Procedures:** The New Mexico State Library provides a pre-packaged summer reading program for the public libraries that includes program ideas, book and audio-visual material lists, program graphics, promotional ideas and materials to promote the program in their communities. This program is available to 96 full and developing public and tribal libraries state wide. 6-8 professional development workshops are offered around the state to educate the library workforce on different aspects of summer reading. Surveys are provided to the library workforce to report on statistics pertaining to participation in summer reading. Surveys are also provided by the public libraries to parents on the impact the program has on their child(ren). We will also work with the Public Education Department on coordinating the Governor’s Summer Reading Program along with the public libraries’ programs for the remaining 2 years of the current Governor’s term in office and then explore future programs under the new administration.

**Activity – Provide summer reading materials to libraries and professional development to the library workforce.**

**Outputs:**

- a. The number of children and teens that register for summer reading programs state wide.
- b. The number of children, teens and adults that attend summer reading programming state wide.
- c. The number of professional development workshops offered state wide for the library workforce.

**Outcomes:**

- a. At least 50% of participating libraries will provide parent surveys.
- b. At least 75% of participating libraries will provide end of the year statistics to the New Mexico State Library.
- c. At least 55% of parents completing surveys will report their child(ren) increased in the following areas: enjoyment of reading, read more voluntarily, reading skill, amount of reading, use of library, verbal communications and written communication skills.
- d. At least 75% of library workforce attending professional development workshops will report they agree or strongly agree the content of the workshop was extremely valuable, detailed enough, current & relevant, and cohesive & logical.

**Meets LSTA Priority 1** – Expand services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages in order to support such individuals’ needs for education, lifelong learning workforce development and digital literacy skills.

**Meets LSTA Priority 3 (a)** – Provide training and professional development, including continuing education, to enhance the skills of the current library workforce and leaderships, and advance the delivery of library and information services.

**Evaluation:**

- a. Annual survey of public libraries on their summer reading statistics including registration numbers and program attendance.
- b. Annual survey of parents on the impact of summer reading on their child(ren).
- c. End of workshop survey of library workforce attending professional development.

**Timeframe:** Summer Reading will continue annually (2018-2022 ongoing).

<b>LSTA 5 Year Plan 2018-2022 Summer Reading Timeline</b>		
<b>Date</b>	<b>Federal Fiscal Year</b>	<b>Activity</b>
October	2018-2022	Purchase SRP manuals from CSLP on the yearly theme for public libraries.
October	2018-2022	Provide vouchers for public libraries to purchase promotional materials from Upstart/Demco for yearly theme.
November-December	2018-2022	Summer Reading professional development workshops around the state for library workforce.
December	2018-2022	Place voucher order for state with Upstart/Demco.
January	2018-2019	Work with PED on coordinating state wide and national summer reading programs.
January-March	2018-2022	Voucher orders sent to libraries around the state-invoices received from Upstart/Demco.
April	2018-2022	Attend CSLP annual Summer Reading meeting.
May	2018-2022	Librarian & parent surveys to public libraries.
June-July	2018-2022	Attend Summer Reading kickoff/finale parties around state.
August	2018-2022	Membership dues to CSLP for statewide membership.
August-September	2018-2022	Compile end of year librarian & parent surveys for output and outcome measurements.
January	2019-2021	Explore the possibility of UNM College of Education or UNT SLIS NM Cohort working to refine our outcome measurement tools (parent surveys).

**In general LSTA funding** will be used for statewide membership to the CSLP, manuals for all participating public libraries, small vouchers for libraries to purchase promotional materials, travel to professional development workshops around the state, travel to public libraries for summer reading events.

**II. Project: El Portal** – El Portal is NMSL’s online databases, online homework help, and online job support that is provided free to all school, academic, public, tribal libraries as well as the public including the rural and underserved communities. El Portal enhances the quality of learning and access to information and educational resources by providing electronic periodical articles and New Mexico newspapers through the gateway website from anywhere in the state, anytime. New Mexicans will benefit by improved access and ability to discover information resources statewide 24/7.

**Procedures:** Three database packages will be procured annually - Gale/Cengage bundle, Newsbank New Mexico newspapers, Brainfuse HelpNow and JobNow.

**Activity – Provide statewide databases to increase New Mexicans access to information resources, training and services.**

**Outputs:**

- a. Deliver 45 periodical article databases (Gale/Cengage bundle package).
- b. Deliver 16 New Mexico newspapers (Newsbank package).
- c. Deliver HelpNow tutoring and testing service and Job Now career assistance (Brainfuse package).
- d. Set-up library accounts, assist with resolution of connection/technical issues.
- e. Gathered usage statistics and analyzed quarterly.
- f. Schedule and deliver training sessions at the annual NMLA conference.
- g. Schedule and/or deliver webinar training sessions.
- h. Provide marketing and public awareness materials to the libraries.

**Outcomes:**

- a. Provides reference resources to libraries without funding for collections.
- b. Provides newspaper access to communities without a local newspaper.
- c. Provides testing resources to everyone across state.
- d. Provides resources for digital literacy education and lifelong learning.
- e. Addresses the digital divide by providing quality, vetted resources for all.
- f. Select library or user anecdotes and comments.

**Meets LSTA: Priority 1** – Expand services for learning and access to information and educational resources.

**Evaluation:**

- a. Analyze usage statistic trends.
- b. Discussion with stakeholders and library community.
- c. Conduct survey/needs assessment.
- d. Calculate cost/benefit per capita.

**Timeframe:** El Portal will continue annually (2018-2022 ongoing)

<b>LSTA 5 Year Plan 2018 – 2022 El Portal Timeline</b>		
<b>Date</b>	<b>Fiscal Year</b>	<b>Activity</b>
October	2018 - 2022	Renew/procure El Portal database licenses/subscriptions, purchases require reporting category that coincides with the LSTA Grant Award.
November	2018 - 2022	Database training and awareness sessions held at NMLA Conference.
July	2018 - 2022	Budget is allocated for Public Services Bureau.
January	2020	Conduct survey/needs assessment of libraries (or sooner if Federal funding levels change).
Ongoing	2018- 2022	Provide marketing and public awareness materials to libraries.
Ongoing	2018 - 2022	Usage statistics are compiled and analyzed quarterly to track database usage.
Ongoing	2018- 2022	Monitor changes in New Mexico public education goals/initiatives.

**In general LSTA funding** will be used to purchase three database packages.

**2. GOAL:** *Establish or enhance interlibrary resource sharing electronically via ILLiad and improve coordination among and between libraries in New Mexico for the purpose of improving the quality of and access to library information services.*

**I. Project: Atlas System / ILLiad** - Provide interlibrary loan service to small, rural, and prison libraries throughout the state which are unable to afford or staff an OCLC resource sharing service at the local level. New Mexicans will benefit by improved ability to obtain and/or use information resources and library materials.

**Procedures:** An OCLC ILLiad account and an Atlas Concierge service will be procured annually and resource sharing service will be provided by a professional librarian.

**Activity – Provide interlibrary loan services to libraries throughout the state to improve access to resources/materials and meet national interlibrary borrowing service requirements.**

**Outputs:**

- a. Number of active library account holders.
- b. Number of transactions.
- c. Issue bi-annual newsletter to account holders.
- d. Conduct informational and training webinars for libraries.

**Outcomes:**

- a. Improves statewide access to information resources.
- b. Libraries will be able to increase resources (books and articles) provided to patrons without purchasing content for the collection.



- c. Facilitates and promotes cooperation among libraries.
- d. Record library account holder comments.

**Meets LSTA: Priority 2** – Establish or enhance electronic and other linkages and improve coordination among and between libraries.

**Evaluation:**

- a. Analyze library account and transaction trends.
- b. Discussion with stakeholders and library community.
- c. Conduct survey of library account holders.
- d. Calculate cost per transaction.

**Timeframe:** Atlas/ILLiad will continue annually (2018-2022 ongoing)

<b>LSTA 5 Year Plan 2018 – 2022 Interlibrary Loan Timeline</b>		
<b>Date</b>	<b>Fiscal Year</b>	<b>Activity</b>
October 1, 2017	2018 - 2022	Renew/procure OCLC ILLiad and Atlas services, purchase requires reporting category that coincides with the LSTA Grant Award.
April	2018 - 2022	Complete STRM Contract and have federally funded ILLiad librarian sign.
July	2018 - 2022	Budget is allocated for Interlibrary Resource Sharing in Public Services Bureau.
Bi-Annually	2018 - 2022	ILLiad Librarian is evaluated 2 times a year based on the hire date.
Bi-Annually	2018 - 2022	Complete Payroll Certification Forms for 100% LSTA Funded Staff.
Bi-Annually	2018-2022	Atlas consultant will do an onsite visit.
Bi-Annually	2018-2022	Issue newsletter.
Ongoing	2018 - 2022	Statistics are compiled monthly and analyzed annually to track services provided.
Ongoing	2018 - 2022	ILLiad Librarian provides daily resource sharing service to libraries.
Ongoing	2018 - 2022	Personnel Management, Timesheet Approval (Bi-Weekly).
Ongoing	2018 - 2022	Request for Purchase Orders and Approval of Invoices for Payment.

**In general LSTA funding** will be used to purchase an OCLC ILLiad account, an Atlas Concierge service, and to pay 75% of the professional librarian’s salary.

**3. GOAL: Provide library services to visually impaired, rural, homebound, and underserved New Mexico residents (2018-2022 ongoing).**

- I. **Bookmobiles: Rural Services** – Three rural bookmobiles with offices located in Cimarron, Tucumcari and Los Lunas serve 23 counties with 99 stops in rural New Mexico. Each bookmobile houses 4,000 titles in various genres. Bookmobiles have been providing rural library services in New Mexico since 1956, traveling 65,000 miles statewide to areas without access to public libraries.
- II. **Books by Mail: Rural Services** – Provides a book delivery service to rural residents who do not have access to a State, Public or Developing Library or a Rural Bookmobile stop. The service is also available to New Mexico residents who are homebound because of a physical disability and are unable to visit a local library or who can only read large print books due to a visual disability. Books by Mail circulates over 7,700 library materials to 339 active households statewide in 32 of the 33 New Mexico counties.

**Activity – Provide library services to rural populations and underserved statewide via three bookmobiles and a books-by mail program.**

**Outputs:**

**I. Rural Services :Bookmobiles**

- a. The number of active cardholders as a percent of the population served.
- b. The number of items circulated per capita of county population served.
- c. The number of items circulated compared to circulation data from other public library systems.

**II. Rural Services: Books by Mail**

- a. The number of active households as a percent of the population served.
- b. The number of items circulated per capita of county population served.
- c. The number of items circulated compared to circulation data from other public library systems.

**Outcomes:**

**I. Bookmobiles**

- a. At least 80% of survey respondents will report that they are satisfied or very satisfied with services received on the bookmobiles when selecting, requesting and receiving library materials.
- b. Rural delivery programs will have an integrated library system (ILS) for an online catalog. Eighty percent (80%) of patrons will be able to place holds and order books via intra-library loan from rural services delivery programs.
- c. An automated catalog will provide circulation information to provide guidance on patron reading preferences and assist in guiding NMSL selection and purchases.
- d. Information gained from the ILS will result in higher circulation due to a reduction in the selection of titles that do not circulate.

**II. Books by Mail**

- a. At least 80% of survey respondents will report that they are satisfied or very satisfied with staff assistance when selecting, requesting and receiving library materials.
- b. Rural delivery programs will have an integrated library system (ILS) for an online catalog. Eighty percent (80%) of patrons will be able to place holds and order books via intra-library loan from rural services delivery programs.
- c. An automated catalog will provide circulation information to provide guidance on patron reading preferences and assist in guiding NMSL selection and purchases.
- d. Information gained from the ILS will result in higher circulation due to a reduction in the selection of titles that do not circulate.

**Evaluation:**

- a. Bi-Annual survey of patrons of the bookmobile and households of the Books by Mail Program to ensure satisfaction with the library services received.
- b. Analysis by Bookmobile Managers to ensure compliance with Rural Services Policy of 5 patrons per stop and 200 circulation annually at each stop. Remove, adjust and add Stops as needed.
- c. Communicate with leaders around to state to determine if additional services or reduced services are needed.
- d. Prioritize delivery of services based on funds available.

**Meets LSTA: Priority 6** – Targeting library and information services to persons having difficulty using a library and to underserved urban and rural communities.

<b>LSTA 5 Year Plan 2018 – 2022 Rural Services Timeline</b>		
<b>Date</b>	<b>Fiscal Year</b>	<b>Activity</b>
October	2018 - 2022	Purchases require Reporting Categories that coincide with the LSTA Grant Award.
April	2018 - 2022	Complete STRM Contract and have federally funded staff sign.
April	2018 - 2022	Send out County Funding Request Letters for Bookmobiles.
June	2018 - 2022	Send out County Contracts and an Invoice.
July	2018 - 2022	Budgets are allocated for Books by Mail and Bookmobiles.
January, April, September	2018 - 2022	Bookmobiles Preventative Maintenance - 3 times a year.
January, April, July, September	2018 - 2022	Statistics are entered quarterly to track services provided.

February, June, October	2018 - 2022	Catalogs are sent out to Books by Mail households via email and mail. They can access the catalog at <a href="http://bbm.nmstatelibrary.org">http://bbm.nmstatelibrary.org</a> .
February - April	2018 - 2022	Analysis by Bookmobile Managers to ensure compliance with Rural Services Policy of 5 patrons per stop and 200 circulation annually at each stop. Remove, adjust and add Stops as needed.
June - August	2018 - 2022	Summer Reading held at Bookmobile stops and Cimarron Library.
Bi-Annually	2018 - 2022	Employees are evaluated 2 times a year based on their hire date.
Bi-Annually	2018 - 2022	Complete Payroll Certification Forms for 100% LSTA Funded Staff.
Bi-Annually	2018-2022	Survey of the households and patrons receiving rural services to ensure satisfaction.
Ongoing	2018 - 2022	Library Services are delivered to 32 of 33 counties by Books by Mail. Library Services are delivered to 23 of 33 counties by three bookmobiles.
Ongoing	2018 - 2022	Book Orders are placed and entered into Integrated Library Services Catalog Bookmobiles - Koha; Books by Mail – Eclipse.
Ongoing	2018 - 2022	Bookmobile Patrons notified of 3 month schedule quarterly. Schedule on NMSL website <a href="http://www.nmstatelibrary.org/direct-and-rural-services/rural-bookmobiles">http://www.nmstatelibrary.org/direct-and-rural-services/rural-bookmobiles</a> .
Ongoing	2018 - 2022	Employees receive state mandated trainings; Rural Service Trainings as needed.
Ongoing	2018 - 2022	Personnel Management, Timesheet Approval (Bi-Weekly).
Ongoing	2018 - 2022	Weeding is scheduled year round by genre.
Ongoing	2018 - 2022	Request for Purchase Orders and Approval of Invoices for Payment.
Ongoing	2018 - 2022	Deposit County Checks as received, follow up with counties not received.
Ongoing	2018 - 2022	Special Event (e.g. Letters About Literature) featured at bookmobile stop.

**In general LSTA funding** will be used for salaries and benefits; contractors, equipment; library materials; software; networks and hardware; trainings; travel; and related costs necessary to provide services.

**IV. Project: Library for the Blind and Physically Handicapped (LBPH)** - Provide efficient and effective delivery of special format materials to Blind and Physically Handicapped customers.

The LBPH collaborates with the NM Commission for the Blind, Lions Club International, and the NM Friends of LBPH. Additional collaborations which may be cultivated include NM Governor’s Commission on Disabilities and NM Division of Vocational Re-habilitation.

**Procedures:** Individuals who are unable to use print materials due to visual, physical, or reading disabilities need library services provided by alternative media, such as the talking books and braille materials provided by the National Library Service for the Blind and Physically Handicapped (NLS). Because many potential users of the NLS program have lost their ability to read print later in life, they are often unaware of the service.

**Activity – Provide audio and braille books and magazines to New Mexicans who are visually impaired or print challenged due to physical handicap or reading dysfunction.**

**Outputs:**

- a. Number of items loaned from the seventy thousand (70,000 titles).
- b. Number of customer service transactions annually.
- c. NMSL-LBPH will provide Braille services to an average of 45 patrons annually.
- d. NMSL-LBPH will create an average of 600 digital copies per year for those patrons unable to download digital books.

**Outcomes:**

- a. At least 85% of biennial survey respondents (participants in the Library for the Blind and Physically Handicapped Program) will indicate they are satisfied or very satisfied with library services provided.
- b. At least 90% of biennial survey respondents will indicate that they had their informational, educational or recreational needs successfully met.
- c. At least 90% of biennial survey respondents will indicate that use of the LBPH program materials made a positive difference in their life condition.

**Evaluation:**

- a. Analyze readership and circulation data and trends.
- b. Perform outreach through various media and attempt to measure outcomes.
- c. Conduct patron survey, analyze results and compare to previous surveys.
- d. Determine impact of discontinued cassette book collection and increased emphasis on in-house duplication and eventual development of wireless book delivery through NLS.

**Meets LSTA Priority 6:** Targeting library services to individuals of diverse geographic, cultural and socioeconomic backgrounds, and to individuals with limited functional literacy or information skills.

**Meets LSTA: Priority 7 –** Targeting library and information services to persons having difficulty using a library and to underserved urban and rural communities.

**Timeframe:** LBPH services will continue annually (2018-2022 ongoing).

<b>LSTA 5 Year Plan 2018-2022 LBPH Timeline</b>		
<b>Date</b>	<b>Federal Fiscal Year</b>	<b>Activity</b>
October	2018-2022	Purchases made require Reporting Categories that coincide with the LSTA Grant.
October	2018-2022	Approval of Invoice for annual braille subscriptions.
Quarterly	2018-2022	Meet quarterly with Friends of NMLBPH, planning budgeting and special events. Deposit and acknowledge patron donations.
Quarterly	2018-2022	Newsletters are sent to LBPH patrons four times per year.
Ongoing	2018-2022	Book Orders, catalog records, collection inventory and patron updates are entered and updated in Keystone Library Automation Systems Integrated Library Services (ILS) Catalog.
Ongoing	2018-2022	Removal of audio book cassette collection—projected to end in late 2017 or early 2018.
Ongoing	2018-2022	Patron database reviewed periodically for activity and overdue materials.
Ongoing	2018-2022	In-house duplication demand achieved depending upon needs and available materials.
Ongoing	2018-2022	Statistics entered monthly to track services provided.
Ongoing	2018-2022	Employees receive state mandated trainings. Payroll is entered and approved. Employees are evaluated twice a year based on hire date. New hires are evaluated three times in first year.
Ongoing	2018-2022	R4R (Recall for Reuse) maintained per direction of National Library Service.
Ongoing	2018-2022	Request for Purchase Orders and Approval of Invoices for Payment.
June - August	2018-2022	Summer Reading Program encouraged and shared with interested juvenile patrons up to age of 14 (if applicable).
Spring	2018-2022	Braille subscribers reviewed for activity, interest and annual renewals.
April	2018-2022	Complete STRM Contract and have federally funded staff sign.
July	2018-2022	Budgets are allocated for LBPH.
July	2018-2022	Braille Memorandum of Understanding established for new fiscal year.
Biennial	2019 & 2021	Design, deliver, compile and evaluate patron surveys.

**In general LSTA funding** will be used for salaries and benefits; contractors, equipment; library materials; software; networks and hardware; trainings; travel; and related costs necessary to provide services.

**Coordination Efforts:**

<b>Cross-Walk for Services/Activities with Focal Areas</b>				
<b>Projects</b>	<b>Focal Area</b>	<b>Corresponding Intents</b>	<b>Targeted Audience</b>	<b>Evaluation of Outcome</b>
<b>Goal 1 Expand Services for learning and access to information and educational resources, in all types of libraries for individuals of all ages in order to support individuals needs for education,</b>				

<b>lifelong learning, workforce development, and digital literacy skills.</b>				
Summer Reading	Lifelong Learning	Improve users' formal education	School Aged Children, families, library workforce	Activity participation numbers, parent/caregiver surveys, library workforce surveys
El Portal	Information Access	Improve users' ability to discover information resources	Statewide Users, especially school aged youth	Usage statistics
<b>Goal 2 Establish or enhance interlibrary resource sharing electronically via ILLiad and improve coordination among and between libraries in New Mexico for the purpose of improving the quality of and access to library information services.</b>				
Atlas System/ILLiad	Information Access	Improve users' ability to obtain and/or use information resources	Statewide Libraries	Usage statistics
<b>Goal 3 Provide library services to visually impaired, rural, homebound and underserved New Mexico residents, while exploring additional avenue for delivery of services. *</b>				
Bookmobiles, Books by Mail	Lifelong Learning	Improve users' general knowledge and skills	Visually impaired, rural, homebound and underserved *	Survey Patrons to ensure at least 80% are satisfied or very satisfied with services received.
Library for the Blind and Physically Handicapped	Lifelong Learning	Improve users' general knowledge and skills	Visually impaired, physically handicapped, and reading disabled.	Survey patrons biennially to determine at least 85% are satisfied or very satisfied with services received.
<b>Crosswalks should include goals to focal area/projects to intents as per IMLS</b>				
<b>* Meeting the LSTA Priorities of homebound, rural &amp; underserved which are not included in the list of LSTA Targeted Audiences</b>				

**Evaluation**

The New Mexico State Library will track and monitor performance stated in this plan to assess effectiveness, efficiency and cost/benefit of all LSTA funded programs. Depending on the program, various methods of collection will be used. Surveys of participants of Summer Reading, webinars and in-person training sessions will be conducted. Surveys of library account holders, households and patrons will be conducted to assess ease of reserving a book via the ILS system, phone, fax or in-person. Statistics of use will be collected on participants attending workshops and professional development. Analysis of readership, circulation data and trends will be conducted to ensure we are in compliance with our internal policies and providing appropriate services. Needs assessments will be conducted to determine changes to services, changes to service areas, increases to service or the need for greater outreach. The cost/benefit

will be calculated per capita and per transaction to ensure we are utilizing LSTA funds to the best of our ability.

### **Stakeholder Involvement**

- Read and reviewed LSTA 5 Year Plan Evaluators assessment of each project and used it as the foundation for our new 5 Year Plan.
- Conducted regular meetings with managers in charge of various projects to create drafts, review progress, and revise reports.
- Emailed LSTA Advisory Council and scheduled a meeting to read draft plans, review progress, suggest changes and clarifications.
- The El Portal survey was conducted in March 2017. Feedback was gathered from the library community, attendees at the New Mexico Library Association 2017 Spring conference, and the Library Commissioners at their April 2017 meeting. El Portal will continue as it is meeting the needs of the library community by enhancing the quality of learning and access to information and educational resources to all New Mexico residents, especially school aged youth, unchanged until the needs of the library community change or there are significant changes in Federal funding for the state of New Mexico.

### **Communication and Public Availability**

The LSTA Five Year Plan 2018-2022 will be posted and accessible on NMSL website; email blasts will be sent out to all librarians. The LSTA Five Year Plan for 2018-2022 will be announced on Hitchhiker (library newsletter). The plan will be shared with senior staff at the New Mexico Department of Cultural Affairs, the New Mexico State Library Commission, the LSTA Advisory Council and the Board of the New Mexico Library Association. As the plan is implemented, these same channels of communication and organizations will be used to share products, processes, results and benefits.

### **Monitoring**

In order to stay in compliance with our IMLS Grants to States Grant, NMSL will:

- Track expenditures verifying that they are directly related to the Library Services and Technology Act.
- Complete all Grant Accrual reportings and submissions in accordance with the Grant Cycle Calendar for the current State Grant year.
- Complete and submit State Program Reports on each project funded by LSTA Grant to IMLS for review and approval.
- Run monthly general ledger reports to ensure proper reporting categories, department codes etc. related to the LSTA grant are being utilized.
- Prepare and submit the monthly draws to IMLS through DCA's Administrative Services staff.
- Complete annual and bi-annual certification of employees being funded through the IMLS grant.
- Maintain copies of all documents related to the LSTA grant for a period of three years after the last reporting submission for the 2018-2022 LSTA 5 Year Plan.